

# Wireless Equipment

---



Treo 600



Motorola Pager



Nokia 6010

## Procurement



### Wireless Team:

Jeannie Hilderbrand 301-846-1716 - [jhilderbrand@ncifcrf.gov](mailto:jhilderbrand@ncifcrf.gov)

Diane Pearson 301-846-1708 - [dpearson@ncifcrf.gov](mailto:dpearson@ncifcrf.gov)

Lori Smith 301-846-1705 - [lsmith@ncifcrf.gov](mailto:lsmith@ncifcrf.gov)



# TABLE OF CONTENTS

	Page
Definitions . . . . .	3
Wireless Equipment User Responsibilities . . . .	4,5,6,7
Description of Equipment . . . . .	8,9
Frequently Asked Questions . . . . .	10,11,12
Cellular/Wireless Check List . . . . .	13
Personal Digital Assistant Check List . . . . .	14

## FORMS

Wireless Justification Form (Attachment A)

Personal Digital Assistant Justification Form (Attachment B)

Monthly Usage Certification Form (Attachment C)

Receipt of Wireless Equipment Form

Property Transfer Form

# DEFINITIONS

Contracted Sales Representative – Representative of one of three vendors the Purchasing Department has contracted to provide wireless equipment, service and accessories at discounted prices.

Contracted Customer Service Representative – Representative of one of three vendors the Purchasing Department has contracted to provide customer service on issues such as name changes, billing, P-card issues, basic technical questions, etc.

Requestor – Individual who will be utilizing wireless equipment and/or service.

Wireless Team - Individuals responsible for wireless procurement, billing issues which can't be resolved by requestor or cardholder, and maintenance of Program Integrity.

Internal Auditing Dept. - Individuals responsible for reviewing and approving content of justification for wireless purchases.

Statement of Account (SOA) - A monthly listing from US Bank of all payments for purchases and credits made by cardholder and billed by the merchant. The SOA is used by the cardholder to reconcile the account to extract monies from appropriate cost centers.

# WIRELESS EQUIPMENT USER RESPONSIBILITIES

## ORDERING ACCESSORIES ONLY

The following accessories must be procured through the Contracted Sales Representative to ensure appropriate discounts are received. These can be purchased by the cardholder without going through the Wireless Team, as long as they are procured through the Contracted Representative. You can obtain contact information from the Wireless Team.

- Chargers ( Electric/Auto)
- Stylus for PDA
- Case/belt clip
- Headset for Cellular Equipment
- Batteries



Third Party Applications - (Auxiliary products that provide functionality not included with the original application or product. Examples: Contact Managers, Attachment Viewers, Mapping Software, Pocket Mirror Professional) **All procurements of THIRD PARTY SOFTWARE will require a written justification with approvals at the supervisory and directorate levels. Completed justifications (use “Attachment A” form) must be forwarded to the Wireless Team, Purchasing Department, Bldg. 1050, for approval prior to purchasing items. Requestor will be notified if or when the items can be purchased.**

## OBTAINING EQUIPMENT

### **DO:**

1. Complete the appropriate Wireless Justification Form and submit for approval through the Program Director.
  - Phone/Pagers –Wireless Justification Form (**Attachment A**)
  - PDA –Personal Digital Assistant Form (**Attachment B**)

## 2. Route completed justification form to:

- Internal Auditing Department, 92 T.J. Drive, for review and approval.

The approved justification is forwarded to the Wireless Team, Purchasing Department. Requestor or Cardholder will be contacted to complete the Check List (see page 13 for sample) . The following information will be needed:

- How many minutes needed per month?
- Equipment issued for emergency “ONLY”?
- Equipment used after hours or week-ends?
- Will this equipment be used for travel or local area only?
- If for Travel, United States, International, or both?
- If for Travel, will calls be made from other states within the Continental U.S.?

The Wireless Team orders and receives the equipment and will call the Requestor or Cardholder, who may pick up the equipment once contacted by the Purchasing Department.

## MONTHLY BILLING

3. Obtain copy of detailed bill from cardholder to verify usage.
4. Complete and sign a “**Monthly Usage Certification Form**” (**Attachment C**), every month and give to IMPAC cardholder responsible for charges on your account. (Form must be signed and given to cardholder regardless if personal calls were made.)

5. Review each cell phone bill when it is received

- Verify accuracy of invoice
- Identify any costs that were incorrectly billed
- Determine if personal calls were made and indicate such calls as personal on the invoice
- Personal calls are discouraged, however if call were made, reimbursement in the form of a check or money order must be submitted along with Attachment C for inclusion with Statement of Account (SOA) by IMPAC cardholder. Requestor will be charged \$.80 per personal call plus any applicable long distance and roaming charges from service provider.

6. Call Wireless Team to obtain Contracted Customer Service Representative or Sales Representative's contact information if you have questions about your account:

- Billing issues
- Amount of minutes on plan
- Different coverage areas
- Compatibility of equipment

7. Upon termination of employment or transferring to another department, the wireless equipment must be given to one of the following:

- Property Custodian for the program area
- IMPAC cardholder the service(s) are being billed against

8. Contact the Property Department and Purchasing if equipment is no longer in use. Property will arrange for pick-up and surplus the equipment.

## Do Not:

1. Call Contracted Sales Representative or local store to purchase equipment/software such as:
  - Cellular Phone
  - Personal Digital Assistant (PDA)
  - Pager
  - Additional memory
2. Make any changes to your account. This must be handled through the Wireless Team of the Purchasing Department, Building 1050.
3. Transfer any wireless equipment until a new **Wireless Justification Form** has been completed for the new requestor and submitted for review through the Internal Auditing Department. Once reviewed, Purchasing will notify the new requestor. A **Property Transfer Form** must be completed and sent to the Property Department, Attn: Kurt Zimmerman, Building 1050. When the transfer form has been received by Property, the equipment will be transferred to the new requestor.
4. Purchase certain handheld equipment which have been determined to be unallowable procurements, for example:
  - iPOD's
  - MP3 Players
  - Personal Digital Players
  - iCarPlay

## DESCRIPTION OF EQUIPMENT

PDA - Personal Digital Assistant is a hand held device with the following capabilities:

- An Organizer      You can access the calendar, address book, and task list.
- E-Mail              You can read, compose, forward or reply to messages
- Messaging        You can create memos/letters which can be sent from your PDA or saved onto your office computer
- Cellular Phone    Full featured mobile phone capabilities. (PDA can be purchased with or without Cellular phone service). Text message is available with phone. **Cameras are unallowable on all wireless equipment.**
- Web Access        You can retrieve information from the web including news, travel and business
- Synchronize      You can synchronize your PDA with your office computer

### MODELS OF PDA:

- Blackberry 6280    (Cingular) Does not have a camera. Has a built in backlit QWERTY keyboard
- Treo 600            Must be purchased without camera and has built in backlit QWERTY (Standard) keyboard





## DESCRIPTION OF EQUIPMENT (Con'd)

Cellular Phone - Can be used to make telephone calls locally, nationally, or internationally. You can also do text messaging. **Cameras are unallowable on all wireless equipment.**

Pager - Can be purchased as Numeric or Alpha.

- Numeric – Leave a phone number
- Alpha – Leave a message with an operator and it's displayed on the pager.

## Frequently Asked Questions

### Wireless Communication Program

Q: **What processes are required to purchase a cellular phone, pager or Personal Digital Assistant?**

A: Complete a wireless communications justification (**Attachment A** or **Attachment B** of the Policy & Procedure), and forward to appropriate program directorate for approval. Once approved, forward the completed form to the attention of the Internal Auditor, 92 Thomas Johnson Drive, STE 250, for review. After the justification is reviewed for completeness, the Internal Auditor will forward to Purchasing for processing. The Wireless Team will contact the individual who will be using the equipment to determine what level of service is best suited for the requestor's needs. A checklist is used to determine the requirements. Once the type of service/equipment has been determined, the order will be procured through the appropriate vendor.

Q: **How long before the equipment is received?**

A: It usually takes 3-5 days to arrive. The equipment is delivered directly to the Wireless Team who contacts the Property Department to ensure the equipment is properly identified with a decal prior to release to the requestor. A member of the Wireless Team will contact the requestor when the equipment is ready to be picked up from Building 1050.

Q: **Can an individual purchase the cellular phone, pager or PDA themselves and be reimbursed?**

A: No. All wireless communication equipment and accessories must be purchased using an IMPAC (Visa Purchase Card). If there is no IMPAC cardholder in the program area, please contact the Purchasing Department for information on how to request an IMPAC.

Q: **Is there a specific vendor cellular phones must be purchased through?**

A: Yes. The Purchasing Department has issued contracts with several vendors, presently Cingular, Cellular One, and Verizon.

Q: **Is there a specific vendor Communicating PDA's must be purchased through?**

A: Yes. The Purchasing Department has issued contracts to three vendors for communicating PDA's and service. (Cingular, Cellular One, and Verizon)

Q: **What is the procedure for ordering Non-Communicating PDA's?**

A: Complete a PDA justification form (**Attachment B**) and forward to the Internal Audit Department, 92 T. J. Drive. Once reviewed and approved, form is sent to the Purchasing Department. A member of the Wireless Team will notify the requestor and cardholder of approval status. If approved, cardholder may purchase the equipment from a vendor of their choice. Once equipment is purchased, the cardholder must send a copy of the receipt to a member of the Wireless Team.

Q: **What do I do if I transfer to a different program area or I terminate my employment?**

A: When a employee terminates or transfers, they are required to go through a check-out procedure. The equipment should stay with the program area and be turned in to either the IMPAC cardholder or the Property Custodian for the program. The employee will check-out through the Property Office who will notify Purchasing. Purchasing will contact either the IMPAC cardholder responsible for the service or the Property Custodian and make a determination to cancel the service or re-issue the equipment to another employee after appropriate approvals are acquired.

Q: **Are personal calls allowed on a business cellular phone?**

A: Personal calls are discouraged unless there is an emergency. If an emergency arises and a personal call is placed, indicate those calls (either highlight or underline) on the invoice, attach a personal check to the invoice for the total amount due along with **Attachment C**, Cellular Wireless Monthly Usage Certification Form signed.

Q: **What do I do if my wireless equipment is not working properly?**

A: Contact a member of the Wireless Team for repair or replacement. Do not call the vendor directly.

Q: **Where can the Wireless Justification Forms (Attachment A) & (Attachment B) and the Cellular Wireless Monthly Usage Certification Form (Attachment C) be obtained?**

A: The forms can be obtained through the Purchasing Department or the ALS Website,  
<http://web.ncifcrf.gov/campus/als/forms.stm>

Q: **What is considered Standard Wireless Equipment?**

A: The Purchasing Department and Internal Audit Department determined what is considered standard equipment. All equipment will have the necessary accessories to allow the justified functions requested by the end user with no allowances for cameras, due to security reasons.